



**Norfolk and Waveney**  
Integrated Care Board

# Survey – Tell us what you think

## Future of Toftwood Medical Centre

Survey ends:

November

21

2024



# Welcome to our survey



**Norfolk and Waveney**  
Integrated Care Board

## **NHS Norfolk and Waveney Integrated Care Board (ICB)**

is the organisation that plans health services in Norfolk and Waveney.



The contract for **Toftwood Medical Centre** ends on 31 March 2025. NHS Norfolk and Waveney ICB has looked at the service and has a new idea.



We want to know what you think about our idea. This process is called a 'consultation'.

# Toftwood Medical Centre review and idea



We did a review and are concerned about agreeing a new contract to run services from Toftwood Medical Centre.

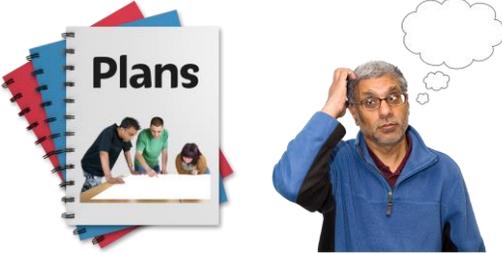


Toftwood Medical Centre gives **good care** to people but it has some challenges.



The **building is too small** for the number of people who use it. The building needs money to be spent on it to fix or replace some things.

# Toftwood Medical Centre review and idea

 <p>A stack of colorful spiral-bound notebooks with the word 'Plans' written on the top one. Next to it is a photograph of a man in a blue jacket looking thoughtful, with a hand on his head and a thought bubble above him.</p>	<p>The ICB looked at different ideas, like making the building bigger or moving to a different building.</p>
 <p>A photograph of a glass door with a 'Closed' sign. In the foreground, there is a survey form titled 'Tell us what you think' with a question: '1. Do you think the idea is a good one?'. The form has three options: 'Yes' (unchecked), 'No' (checked with a blue checkmark), and 'Not sure' (unchecked). A hand is shown marking the 'No' option.</p>	<p>The ICB has an idea about <b>closing</b> Toftwood Medical Centre and moving patients to <b>Orchard Surgery</b> or <b>Theatre Royal Surgery</b>.</p>
 <p>A photograph of a man in a dark jacket talking to a woman in a pink top at a reception desk. To the right is a calendar showing 'April 1 2025'.</p>	<p>If it closes, people would <b>automatically be moved</b> to <b>Orchard Surgery</b> or <b>Theatre Royal Surgery</b> from 1 April 2025.</p>

# Toftwood Medical Centre – Consultation

 <p>GP Surgery</p> 	<p>We want to know what people think about our idea to close Toftwood Medical Centre and move patients to a different doctors.</p>
	<p>You can tell us your thoughts from <b>10 October 2024</b> until <b>21 November 2024</b>.</p>
	<p>This is a public consultation. Your opinion matters to us.</p>

# Please can you:



Questions

1. What do you think about it?

Good

Bad

Not sure

Tell us **what you think** of our idea.



Tell us how people who go to Toftwood Medical Centre, Orchard Surgery, and Theatre Royal Surgery would be affected.



Tell us if you have any **other ideas** we haven't thought of. We want to find the best way to care for patients at Toftwood Medical Centre.

# Toftwood Medical Centre consultation document



Our full consultation document is online.

It has more information about our idea.



You can view the full document here:

<https://improvinglivesnw.org.uk/toftwoodmedicalcentre>

# Please complete our short survey below



This survey will ask you to tick boxes.



It will also ask you to write what you think in words.



Are you doing this survey for yourself or on behalf of someone else or an organisation?

For myself  For someone else  For an organisation

Please tell us the name of the organisation:

**Tell us what you think about our idea (proposal):**



**What do you think about closing Toftwood Medical Centre and moving people to a different doctor in Dereham? How would this change affect you if it happens?**



A large, empty rectangular box with a black border, intended for respondents to write their answers to the survey question.

Please use this space to continue



**What do you think about closing Toftwood Medical Centre and moving people to a different doctor in Dereham? How would this change affect you if it happens?**

A large, empty rectangular box with a black border, intended for the respondent to write their answer to the question.

# Tell us what you think about our idea (proposal):



**Do you have any other ideas about how we could care for patients at Toftwood Medical Centre in the future?**

A large, empty rectangular box with a black border, intended for users to write their responses or ideas.

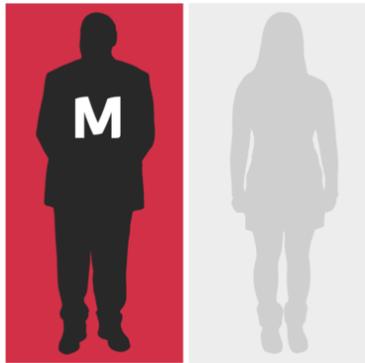
**Tell us about you** – you **do not** have to answer these questions but if you do it helps us make sure we are hearing from a lot of different people.



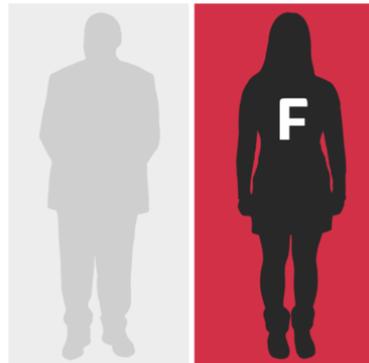
**How old are you?** (tick one box only)

Under 18	<input type="checkbox"/>	18-24	<input type="checkbox"/>	25-34	<input type="checkbox"/>	35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>	55-64	<input type="checkbox"/>	65-74	<input type="checkbox"/>	75+	<input type="checkbox"/>

**Are you?** (tick one box only)



Male



Female



I'd prefer not to say

I use **my own term**  
Please say what it  
is here:

# What is your ethnic group?



## White

English, Welsh, Scottish, Northern Irish or British

Irish  Gypsy or Irish Traveller  White Roma

Other white background

please say



## Black or Black British

Caribbean

African

Other black background

please say

# What is your ethnic group?



## Asian

Indian

Pakistani

Bangladeshi

Chinese

Other Asian background  Please say



## Mixed

White & Black Caribbean

White & Black African

White & Asian

Other mixed background -  please say

## How to return your survey:



Please send your completed survey to:

FAO Communications and Engagement Team, NHS Norfolk and Waveney ICB, County Hall, Martineau Lane, Norwich, NR1 2DH.



Or email your completed survey to [nwicb.contactus@nhs.net](mailto:nwicb.contactus@nhs.net)



If you would like this information in large print or in an alternative version, please contact us by:

Emailing [nwicb.contactus@nhs.net](mailto:nwicb.contactus@nhs.net) or calling **01603 595857**.

# Thank you for taking part in our survey



This survey closes on **21 November 2024**.



You can fill in the answers online by using this link:

[www.smartsurvey.co.uk/s/toftwoodmedicalcentre/](http://www.smartsurvey.co.uk/s/toftwoodmedicalcentre/)

Or you can use the QR code to open the survey.

